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SARDAR PATEL UNIVERSITY
FY BBA(Hons.) (HM)- SEMESTER-II EXAMINATION

Day: Friday Date: 10-04-2015

Time : 02:30PM to 04:30 PM

Subject: Front Office Operation-I

Code - UM02CBBH03

TOTAL MARKS : 60

*** Note: 1. Figures to the right indicate marks of the questions.**

2. Answers should be precise and to the point.

- Q.1.** (a) Discuss the various types of hotels on the basis of location, clients' profile and amenities. 7
 (b) Discuss the various segments of hotels on the basis of price, luxury & service. 8
- OR**
- (i) What do you mean by "chain" of hotel? Write out the name of five international chain of hotel. 7
 (ii) What is deluxe room? Discuss the various types of rooms available in five star hotels. 8
- Q.2.** (a) What is front office? Draw the layout of front office and lobby. 7
 (b) Write out the do's and don'ts of front office. 8
- OR**
- (i) What is importance of hierarchy? Draw the hierarchy of front office department. 7
 (ii) What is bell desk? Write out the duties and responsibilities of lobby manager. 8
- Q.3.** (a) What is American Plan? Discuss the various types of meals plans offered by hotels. 7
 (b) What do you mean by check-in and check-out time basis of charging? Explain other types of basis of charging a room in hotel.. 8
- OR**
- (i) What is rack rate? Discuss the various types of rates offered by hotels. 7
 (ii) What do mean by discounted rates? Give examples of discounted and commissionable rates. 8
- Q.4.** (a) What is reservation? Discuss the various systems of reservation.. 7
 (b) Write out the sources and modes of reservation with example. 8
- OR**
- (i) Write out the currency of Bhutan, Italy, Korea, Germany, Japan, China and Malaysia. 7
 (ii) What is difference between Rajdhani train and Shatabdi train? Discuss the various types of luxury trains offered by Indian railway.. 8